

TERMS OF REFERENCE - Conference & Protocol Consultant

1. CONTEXT

The Association of Caribbean States (ACS) is a regional Inter-Governmental organisation that was established by virtue of the Convention establishing the Association of Caribbean States done in Cartagena de Indias in July 1994. Article III of the Convention defines the organisation as one of “consultation, cooperation and concerted action” whose purpose is “to identify and promote the implementation of policies and programmes”. The organisation’s work is focussed on - cooperation, disaster risk reduction, sustainable tourism, trade, transport and external economic relations, and the protection of the Caribbean Sea. The ACS has 25 Member States, 10 Associate Members, 6 Founding Observers and 29 Observer Countries.

ACS engages external consultants to provide services to fulfil its mandate vis-à-vis its Member States and Associate Members. As a result, the ACS is seeking to engage a Conference and Protocol Consultant to provide support to the Office of the Secretary-General in accordance with the functions referred herein.

2. OBJECTIVE

To provide professional operational coordination of conference services, protocol arrangements and meeting logistics required for ACS official meetings, missions, and ceremonial/commemorative events.

3. REPORTING STRUCTURE

The Consultant will report to the Secretary-General.

4. DELIVERABLES

A. Conference, Meetings and Events Management

1. Ensure timely, effective planning and execution of ACS statutory meetings, conferences, workshops and official functions locally and internationally, ensuring full logistical readiness and protocol compliance.
2. Develop and maintain meeting/event workplans (timelines, checklists, roles and responsibilities, run-of-show and contingency arrangements) and coordinate required inputs across Directorates and Units.
3. Support the organisation of ACS meetings with host entities, ensuring agreed terms and conditions are operationalised, including through preliminary venue visits where feasible.
4. Coordinate logistical arrangements including venue readiness, room layouts, seating plans, flags and signage, security liaison, hospitality arrangements, and participant support.
5. Plan and coordinate receptions and ceremonial events, ensuring appropriate diplomatic and ceremonial standards.
6. Recommend practical improvements to strengthen efficiency, readiness and quality in meeting and event delivery (e.g., standard templates, planning tools, and readiness checks).
7. Coordinate with Member States, Associate Members, internal Secretariat units and external service providers to ensure accurate documentation, smooth information flow and effective follow-up before, during and after conferences, while exercising discretion, attention to detail and quality control.

B. Protocol and Diplomatic Support

9. Ensure that meeting and ceremonial protocols reflect ACS procedures and diplomatic practice, in accordance with international standards, including precedence, flags, seating, greetings, introductions and formal engagements.
10. Serve as the focal point for delegations on protocol matters, including at ambassadorial and ministerial levels, providing clear guidance on rules of procedure and established practices.
11. Anticipate, manage and resolve protocol sensitivities and disputes (including floor, seating and precedence matters) through tactful engagement and documented guidance.
12. Prepare protocol briefings and guidance notes for Secretariat leadership and operational teams and supervise protocol execution during meetings and official functions.

C. Interpretation Services

13. Provide guidance to IT on interpretation requirements for official meetings, including session structure, agenda sequencing, room allocations, speaker management considerations and scheduling implications.
14. Ensure interpretation requirements are integrated into operational planning (run-of-show, session timing and floor management) and communicated to IT in a timely manner.
15. Provide guidance to IT during meetings to support smooth proceedings on operational matters affecting interpretation delivery, without assuming IT's technical responsibilities.

D. Planning, Calendaring and Documentation Management

16. Maintain and update the ACS Calendar of Meetings in English, Spanish and French in coordination with the Secretary-General, Directorates and Heads of Units and circulate updates as required.
17. Maintain and circulate the ACS glossary of terminology to support consistency across the ACS official languages.
18. Ensure that all official meeting documentation and correspondence (including invitations, agendas/programmes, participant information and official outputs) are prepared and disseminated in English, Spanish and French throughout.
19. Ensure documentation complies with ACS document standards and established guidelines and support the timely dissemination of meeting outputs, as applicable.

E. Other Duties

20. Provide responsive logistical and protocol support to the Secretary-General and the Secretariat.
21. Perform other related duties as assigned, consistent with the scope and level of the position.

5. DURATION

The Consultancy would be for an initial period of six (6) months and may be renewed.

6. REMUNERATION

The consultant shall be paid monthly the sum of Two Thousand Five Hundred Dollars United States currency (US\$2,500.00) tax free.

7. QUALIFICATIONS AND EXPERIENCE

- Master's degree (or equivalent) in Management, Business Administration, International Relations, Public Administration, or another relevant field. In the absence of a Master's degree, relevant work experience will be evaluated and considered.
- Approximately 3 to 5 years experience at international or regional levels in servicing meetings, conferences or high-level events, including travel and logistical arrangements for participants and delegations.
- Demonstrated experience working in a protocol environment with exposure to diplomatic engagement.
- Experience supporting ministerial-level or ambassadorial engagements.
- Experience working in a regional or international organisation is an asset.
- Working knowledge of the Greater Caribbean region and context.

8. COMPETENCIES:

- Professionalism and integrity in a multicultural environment and manage competing priorities.
- Confidentiality and trustworthiness.
- Excellent organisational, planning and time management skills.
- Strong attention to detail and commitment to quality.
- Ability to work under pressure.
- Communication & Interpersonal skills.
- Ability to manage multiple parallel tasks, adjust rapidly to last-minute changes, and perform effectively in high-pressure, time-sensitive environments.
- High standards of confidentiality, discretion and professionalism in handling sensitive information, VIP arrangements and official engagements.
- Proven capacity to organise and service statutory meetings, ministerial conferences and official events, including agenda flow, documentation circulation, interpretation coordination, travel and accommodation logistics, and on-site operational management.
- Demonstrated ability to use tracking tools and dashboards to monitor key metrics, action items, and implementation progress, and to produce accurate management reports.
- Advanced proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and or Google Workspace applications.
- Calendar management and executive office workflow coordination.

9. ADDITIONAL INFORMATION

The Consultant may be expected to travel in the course of his/her duties.

10. SUBMISSION OF DOCUMENTS:

Only electronic applications submitted via the website (www.acs-aec.org) will be acknowledged. Please upload the documents using the buttons as reflected on the website:

- Combined PDF (CV + supporting documents)
- Completed Applicant Job Profile Summary Form

Each applicant is allowed to upload two files only, and their total size should not exceed 4 MB.

Eligible candidates must download, complete and upload the Applicant Job Profile Summary Form included on the website vacancy. Failure to complete this form will result in automatic rejection of the application. The form must be completed using either Adobe Acrobat or Adobe Acrobat Reader DC. Do not attempt to complete this document using any web browser.

Applicants are requested to combine their CV and all supporting documents into a single PDF file before uploading. This file should include:

1. Full Curriculum vitae;
2. University degree certificate;
3. Language Proficiency certificates (not native tongue);
4. Names of three (3) referees and contact information;
5. Cover Letter

Applications must be addressed to:

H.E. Noemí Espinoza Madrid
Secretary-General
Association of Caribbean States
5-7 Sweet Briar Road, St. Clair
PO Box 660, PORT OF SPAIN
Tel: 868-622-9575
Fax: 868-622-1653

And be submitted via the ACS' website www.acs-aec.org or by email to: hr@acs-aec.org

The details stated above outline the nature and level of the tasks normally assigned to this position. It does not constitute an exhaustive list of these tasks. Additional related duties may be assigned as necessary for the effective functioning of the Association.

Due to the high volume of applications received, only short-listed candidates will be contacted for an interview. These candidates will also receive notice of the final outcome of the selection process.